

COVID-19 Risk Assessment

Introduction

Humankind employs around 1100 staff and has over 70 different premises. We see well over 20,000 people in our services each year. Our services have remained open during the COVID-19 pandemic. We provide health and social support to a range of vulnerable people across England, including both housing and clinical services.

Purpose of Document

This risk assessment covers the whole of Humankind Charity. The risk assessment details the actions that each workplace and team is taking to ensure compliance with the requirements of the Health & Safety at Work etc Act 1974, other Health & Safety legislation and the government guidance for working safely during the COVID-19 pandemic.

Key Principles

- The safety of our service users, staff, volunteers, partners and stakeholders is paramount
- We follow all applicable Government advice relating to COVID-19

For our staff these principles apply

- If you can work from home you should do so.
- If you cannot work from home you should maintain social distancing.
- Where social distancing cannot be maintained follow risk assessment guidelines for activity undertaken.
- Good hygiene; thorough, regular handwashing, appropriate infection control and social distancing are the responsibility of all staff and must be adhered to at all times.

Summary information

- Each of our services has an individual business continuity plan which is updated regularly
- We have an overarching organisational business continuity plan in place
- We have a COVID-19 specific risk register in place which applies to the whole organisation
- We have a dedicated core COVID-19 group which meets weekly, led by members of the Executive Management Team



**Work remotely
whenever you can**
Minimise travel and in
person contact



Keep your distance
Follow your local risk assessment



Keep things clean
Clean and disinfect
objects and surfaces
Wash your hands

Area	What is the hazard or risk?	What are we doing to reduce or manage the risk?	Owner	Controls in place? Yes, no or target date
Safety	Staff, volunteers, service users and partners are at risk of infection from COVID-19	<p>We have developed a COVID-19 specific risk register</p> <p>All staff and volunteers undertake updated infection control training which incorporates COVID-19 considerations</p> <p>Staff have access to appropriate PPE which is used in-line with Government Guidelines</p> <p>We have set minimum standards for premises and cleaning</p> <p>We have developed a comprehensive communications plan for our workforce to ensure they are up to date with latest organisational guidance</p> <p>We have an incident reporting system in place and process for lessons learned</p>	<p>Executive Management Team</p> <p>COVID-19 Core Group</p> <p>Health and Safety Team</p>	Yes
Premises	<p>There is a risk we don't ensure that social distancing is maintained wherever possible</p> <p>There is a risk that our premises do not comply with 'Covid Secure' workplace guidance issued by Government</p>	<p>We have undertaken a survey of each of our premises which takes into account spaces which should be closed</p> <p>We have developed a Premises Risk Assessment and Risk Management Plan which detail local mitigations and actions</p> <p>We have developed clear guidance on the use of Personal Protective Equipment (PPE)</p>	<p>Health and Safety Team</p> <p>Service Managers</p>	Yes

Area	What is the hazard or risk?	What are we doing to reduce or manage the risk?	Owner	Controls in place? Yes, no or target date
		<p>Each premises (including where we work in partnership with other providers) requires a comprehensive Premises Risk Assessment and Risk Management Plan to be completed</p> <p>Regular spot checks and audits are undertaken</p> <p>We have a communications plan in place to ensure staff are informed of minimum standards</p>		
People	There is a risk to the physical and mental wellbeing of our workforce as a result of COVID-19 and of lockdown measures	<p>We continue to follow the principle that where staff can work from home they should</p> <p>We have created detailed staff scenarios to help managers offer appropriate support</p> <p>We have created a suite of staff wellbeing information on our intranet and share pastoral care advice regularly</p> <p>Social distancing has been implemented in all our buildings, all of which have a Premises Risk assessment</p> <p>We have completed two staff surveys since March to help us develop our plans</p> <p>All staff receive paid time off and travel expenses for testing</p> <p>We have created detailed procedural guidance such as staff rotas, and minimum standards for staff</p>	<p>All Staff</p> <p>HR Team</p> <p>All Managers</p>	Yes

Area	What is the hazard or risk?	What are we doing to reduce or manage the risk?	Owner	Controls in place? Yes, no or target date
		depending on role (for example, office workers, clinicians, people who undertake home visits)		
	There is a risk that those with protected characteristics are disadvantaged as a result of COVID-19	<p>We have developed specific advice for expectant mothers who are individually risk assessed</p> <p>We have taken into account the particular circumstances of those with protected characteristics and have provided advice to our staff</p> <p>We have made every effort to make sure that the steps we take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments</p>	Executive Management Team All Managers	Yes
Service delivery	There is a risk that the people who use our services contract COVID-19 while accessing our services or are harmed or disadvantaged as a result of changes to service delivery	<p>Everyone who uses our services have an individual risk assessment which is updated regularly</p> <p>We undertake a range of welfare checks with our clients</p> <p>We have implemented a range of additional safety measures and checks for those who are at increased risk (e.g. changes to medication)</p> <p>We regularly seek feedback from our service users to ensure our services are meeting their needs</p> <p>We have prioritised maintaining our clinical and harm reduction services and will continue to do so</p>	All staff	Yes

Area	What is the hazard or risk?	What are we doing to reduce or manage the risk?	Owner	Controls in place? Yes, no or target date
		<p>We have prioritised physical access to services for those who need in person support based on individual need</p> <p>We have significantly increased the quantity and variety of telephone and online support for the people who use our services</p> <p>We have produced advice and information which has been published on our website</p> <p>We have shared advice and information via our social media channels</p>		
	<p>There is a risk that the quality and performance of our services reduces due to the pandemic</p>	<p>We continue to focus on delivering outstanding service quality, with a particular emphasis on safety and management of risk</p> <p>Continued commitment to clinical excellence and management of clinical risk</p> <p>Regular clear communication of additional expectations to ensure the quality of delivery and management oversight</p> <p>Enhanced service quality and performance monitoring and assurance arrangements to support service users to continue to achieve positive outcomes</p>	<p>Service Managers</p> <p>Quality and Performance Team</p> <p>Senior Management Team</p>	<p>Yes</p>

Area	What is the hazard or risk?	What are we doing to reduce or manage the risk?	Owner	Controls in place? Yes, no or target date
		<p>Continued focus on safeguarding adults and children from abuse</p> <p>Offering flexible services, consulting with our staff, service users to ensure equality of service delivery that meets the needs of our service users</p> <p>Adherence to local risk assessment and business continuity arrangements</p> <p>Safety is prioritised for those who use our services.</p> <p>Increased data reporting to spot trends</p>		